



**SPRING
SHOWCASE**
*See Insert
Inside*

Vol. 33 • No. 4 • Apr 2015

www.HOA-Colorado.org



COMMON

INTERESTS



RESOLVING CONFLICT

(Before It Escalates)

ALSO INSIDE:

The Smiling Saboteur
Your City & Community Aligned Values
Millennial Engagement
Tradeshow Battle Plan
(H)elping (O)lder (A)dult Residents
And More...!

Benson | Kerrane | Storz & Nelson

CONSTRUCTION DEFECT ATTORNEYS

Construction Defects | Denied and Underpaid Insurance Claims



We are proud to have seven attorneys included on the Colorado Super Lawyers and Rising Stars lists.

Doug Benson | Jeff Kerrane | Heidi Storz | Alex Nelson | Tia Zavaras | AnnMarie Spain | Duncan Griffiths

In addition, both Jeff Kerrane and Heidi Storz have been named to the Super Lawyers Top 100 list, and Heidi Storz to the Top 50 Women list for all of Colorado.

www.bensonpc.com | 720.898.9680

110 N. Rubey Drive, Suite 200, Golden, CO 80403

Super Lawyers is a rating service of outstanding lawyers from more than 70 practice areas who have attained a high degree of peer recognition and professional achievement. The selection process is multi-phased and includes independent research, peer nominations and peer evaluations.



COMMON INTERESTS

IN THIS ISSUE

FEATURED

The Smiling Saboteur 12

by Derek Jost

Resolving Conflict Before It Escalates 14

by Kelly G. Morrow

Making the Most of City & Community Aligned Values 24

by Marsha W. Osborn

Millennial Engagement 20

Tradeshow Battle Plan: Get the Most Out of Attending a Tradeshow 22

by Tricia Weldon

Since When Did HOA Come to Stand For (H)elping (O)lder (A)dult Residents? 26

by Ted Caulkins

DEPARTMENTS

President's Message 4

Executive Director's Message 5

Committee Corner 6

City Spotlight — Aurora 8

Ask a Manager 10

Welcome New Members 17

Service Directory 26

2015 List of Committees 30

CAI-RMC Event Calendar Back Cover

Millenials • 20



Passive Aggressive • 12



Conflict • 14



Aligned Values • 18



The materials contained in this publication are designed to provide our members and readers with accurate, timely and authoritative information with regard to the subject covered. However, the Rocky Mountain Chapter of CAI is not engaging in the rendering of legal, accounting, or other professional types of services. While the Rocky Mountain Chapter of CAI provides this publication for information and advertising, the Rocky Mountain Chapter of CAI has not verified the contents of the articles or advertising, nor do we have the facilities or the personnel to do so. Members and readers should not act on the information contained herein without seeking more specific professional advice from management, legal, accounting or other experts as required.



President's Message

"We are also very excited about this year's Spring Showcase, which will be held on May 12th. We encourage you to attend as the showcase promises to deliver stimulating education, information and a great key note speaker."



CARMEN STEFU
President
CAI-RMC

Happy Spring to You All!
I would like to begin by expressing the Board's thanks to **Tony Waite**, a Board member for a number of years and the facilitator of the strategic plan for the Chapter, who has accepted a position with a company in Florida and has resigned from the Board. Tony's input into our Chapter has helped raise the standard in our Chapter and on behalf of the Board and personally, I'd like to thank Tony and wish him luck in his future endeavors.

I would also like to announce the enactment of the **Mountain Education Committee**, who will be providing education to our mountain community managers and Board members alike. The Committee will be chaired by **Murray Bain**, who has been working very diligently in the mountains to provide much needed education and information. Please help me welcome this committee and if you are a member that can help, please become involved so that we can ensure the success of this committee.

We are also very excited about this year's **Spring Showcase**, which will be held on May 12th. We encourage you to attend as the showcase promises to deliver stimulating education, information and a great key note speaker. We look forward to seeing all of you at the event and again, thank you to the **Spring Showcase Committee** and all the volunteers that make this event great!

As a reminder, please don't forget that Manager Licensing is coming up and that all managers need to be licensed by July 1, 2015 in order to continue managing in our state.

For information on these programs and any other Chapter activities, please visit the Chapter's website at www.HOA-Colorado.org.

Thank you all and we look forward to an exciting spring! ⬆

Proudly Serving the Front Range and Mountain Communities for Over 30 years!



"Let us help you with all of your construction needs!"



Metro Reconstruction Services, Inc.

- Windows/Siding
- All Types of Water Problems
- Emergency Services
- All types of Construction

Exterior General Contractor
Call for a free estimate!
(303) 543-9549 (970) 352-9349
www.metroreconstruction.com



Executive Director's Message



BRIDGET SEBERN
Executive Director
CAI-RMC

March was an incredibly busy month—not just for our Chapter Office but for many of you in our industry as well. I've heard from a number of people that March was draining (among other words). Maybe we should look at it a different way—you were able to face your challenges and move on. Every day is a new day, right?

Let's enter April with the mindset that we are able human beings who can face our challenges with courage and resilience. I strongly believe that you wouldn't be in this industry if somewhere deep down inside you didn't believe you could handle it. Part of being able to "handle it" is having peer support and encouragement. I've seen business partners reach out to each other and chat about what was surprising during their day. I've heard managers gather together and laugh about something that they all had previous experience with. I know board members whom gain insight from our membership in order to better fulfill their

roles. Our chapter offers many programs and opportunities to help the experienced professionals, and those that are just starting out. Use the Chapter resources wisely—you won't regret it. Make your membership count.

A special shout out to the Board Members who attended the essentials class in March. Your commitment to educating yourself was motivating. Thanks for sharing your beautiful Saturday with the goal of being an enlightened board member.

Have a refreshing April! 🏡



"Let's enter April with the mindset that we are able human beings who can face our challenges with courage and resilience."



is a publication of the Community Associations Institute,
Rocky Mountain Chapter.

EDITORIAL STAFF

Bridget Sebern
720-943-8606
bridget@HOA-Colorado.org

Dan Schwab
Eidolon
Design & Layout
info@eidolonworks.com

EDITORIAL COMMITTEE

Maggie Bolden—mbolden@palaceconst.com
Sue Daigle—sue@5150cm.com
Lauren Holmes—lholmes@ochhoalaw.com
Mark Richardson—mr Richardson@4shoa.com
Denise Haas—denise@5150cm.com
Emily Tucker—etucker@palaceconst.com
Derek Jost—djost@palaceconst.com
Jessica Meeker—jmeeker@bensongpc.com
Bryan Farley—bfarley@reservestudy.com
Philippa Burgess—philippa@shakerpainting.com

ADVERTISING

Deadline: First of each month for the following month's issue.
NOTE: All ads must be camera ready or additional charges will apply. All ads must be prepaid. Advertising in *Common Interests* is a benefit of membership, and you must be a member to advertise. Acceptance of advertising in this magazine does not constitute endorsement of the products or services. Rates available upon request. Call 303-951-4973.

ROCKY MOUNTAIN CHAPTER OFFICE

c/o Caddo Association Leadership, LLC
6105 S. Main Street, Suite 200 • Aurora, CO 80016
(720) 943.8606 • Fax (720) 943-8618
www.HOA-Colorado.org

2015 BOARD OF DIRECTORS & OFFICERS

Carmen Stefu, CMCA, AMS, PCAM, <i>President</i>	Cici Kessler, PCAM
Denise Haas, CMCA, AMS, PCAM, <i>President-Elect</i>	Chad Otto
Jason Holley, <i>Vice President</i>	Tony Wait, CMCA, AMS, PCAM
Jerry Orten, Esq. <i>Treasurer</i>	Ginny Zinth, CMCA
Kim West, <i>Secretary</i>	

SOUTHERN COLORADO CHAPTER OFFICE

Jody Walker, CED
PO Box 77231
Colorado Springs, CO 80970
(719) 264-0301 • mary@caisoco.org

NATIONAL OFFICE

6402 Arlington Blvd, Suite 500
Falls Church, VA 22042
Toll Free (888) 224-4321 • www.caionline.org



Committee Corner



EDITORIAL COMMITTEE

Want to brush up on your writing skills? The editorial committee is always looking for people to write articles for the monthly *Common Interest*. If you are interested in writing for the magazine, contact Maggie Bolden (mbolden@palaceconst.com). Our next meeting will be held at Palace Construction, 7 South Galapago St., Denver, Co 80223 on May 6th 8:30am – 9:30am. We'll see you there!



PROGRAMS & EDUCATION COMMITTEE

Spring is upon us! This month we have another exciting Lunch & Learn planned in Denver on Tuesday, April 21st at Maggiano's DTC with speaker Alan Crandall from Mutual of Omaha Bank. Alan has been recognized by CAI for his dynamic speaking, and will be sharing with us ways of "Dealing with Conflicts & Finding Resolutions," so we hope you can join us! P&E would also like to thank our Committee Members for all of their hard work in planning our 2015 events and getting some wonderful new programs out to the CAI membership: Chris Drake, Lee Freedman, Alicia Granados, Richard Hirschman, Mike LaPoint, Bobbi Medina, Tim Moller, Cara Reardon and Natalie Tuccio. If you are interested in learning more about the Programs and Education Committee, please call our Chair, Melissa Keithly at (303)233-4646 or Vice-Chair Jenna Codespoti Wright (303)547-7848. Our next committee meeting will be held on Tuesday, April 7th at 12:00pm.



SPRING SHOWCASE COMMITTEE

Are you looking for additional opportunities to make sure your "Bases are Loaded" when it comes to Community Associations? Well you are in luck! The Spring Showcase Committee would like to invite you to their annual Tradeshow and Education Seminar on May 12th at the Convention Center in downtown Denver. The entire day is dedicated to providing the attendees with outstanding education programs and the opportunity to meet the industry's leading business partners. We are offering education sessions that have never been offered before and will provide you with the information to "Hit a Home Run" for your Communities. Registration is open, just log on to the Rocky Mountain Chapter Website and sign up today!



MEMBERSHIP COMMITTEE

We had our membership mixer April 2 at the Source in Denver. It was a very exciting and unique venue and we got a lot of positive feedback. We had some real hits and a few misses. We are still learning. I want to thank Deirdre Fye, Renee Hughes, and Derek Jost for their hard work to make this event a success.... In addition, a special thanks to our new executive director, Bridget Sebern and her team for the work and enthusiasm they put forth for this event.



HOA COUNCIL

April 22nd is the day for our Aurora Neighbor to Neighbor Roundtable. I believe this was the very first roundtable we did about 12 years ago. It has been the largest roundtable in the past, but Centennial (scheduled for September 17th) is rapidly catching up in attendance numbers.

We strongly encourage board members to participate in this free event—especially if it's in your neighborhood!

Our committee meets the fourth Tuesday of the month at 9 a.m. at the offices of Moeller Graf, 385 Inverness Parkway, 2nd floor conference room. Come join us!



FALL CONFERENCE COMMITTEE

Interested in knowing what sessions there will be at the fall conference before anyone else? By becoming part of the Fall Conference committee, you're able to know what sessions will be held at the Fall Conference in November. Our next meeting will be April 21st 9:30-10:30 am at Palace Construction, 7 South Galapago St., Denver, CO 80223.



MARKETING & MEDIA COMMITTEE

What does M&M do for CAI RMC? Well, The purpose of the Committee is to promote CAI-RMC programs and events to existing and potential members, build awareness of the existence of CAI-RMC with homeowners and other relevant stakeholders in the state, and to foster a positive view of community associations by the general public. Based on that statement, taken straight out of our recently approved Charter, M&M has a lot to do all of the time. Throughout a given year, M&M coordinates marketing outreach events, attends tradeshows, creates marketing collateral, builds relationships with cities, the media and other housing-related organizations and works with the other RMC committees to help them reach their event branding and attendance goals. If this sounds like something you'd like to help with, we encourage you to sit in on a meeting and learn more!

CAI Social Media Roundup

Love CAI? Of course you do! You can also Like, Friend & Follow CAI-RMC and National



Twitter

www.twitter.com/CAIRMC Local
www.twitter.com/CAISocial National

Facebook

<http://www.facebook.com/cai.rmc> Local
<https://www.facebook.com/CAISocial> National

LinkedIn

<https://www.linkedin.com/company/42079> National Company Page
<https://www.linkedin.com/groups?gid=39092> National Group

Aurora



Neighborhood and HOA Support

The city of Aurora's neighborhood liaisons help residents and businesses connect to valuable information, access services and programs, and discover community resources. In addition, registering a neighborhood community group, business association or homeowner's association with the city's liaison program allows registered groups to receive notice of nearby proposed developments and have an opportunity to comment on these applications. The registered group also will receive information about events, programs of interest and important city notifications. Neighborhood liaisons can help arrange for presentations at group meetings, provide block party support, and offer other support. New initiatives include a neighborhood beautification program and a neighborhood traffic calming program. To find out more, call 303-739-7280 or email neighborhood@auroragov.org.

Colfax Cleanup

This year, Aurora is joining the city and county of Denver in its annual Great Colfax Cleanup from 9 a.m. to noon April 25. Dozens of volunteers are needed to help clean up the stretch of East Colfax Avenue between Yosemite and Havana streets in Aurora, working at the same time as Denver volunteers work on Colfax west of the Aurora/Denver border. Supplied with trash bags and litter grabbers, volunteers will pick up garbage and clean signage and other public surfaces. To help keep litter off the street, volunteers also will hand out disposable ashtrays and auto litter bags to motorists and pedestrians. To volunteer, email your contact information and number of volunteers to Nathan Flatland at volunteers@brewbymu.com.

Animal Control

Animal care officers pick up stray animals, investigate cruelty and neglect calls and enforce the city's ordinances related to animals. Call 303-326-8288 for assistance. At night and on Sundays, call the police non-emergency line at 303-627-3100 only for an animal involved in a life-threatening situation. If you experience conflict with wildlife on your property or need advice on how to deter animals from your property, call the city's Wildlife Hotline at 303-326-8435 to leave a message and have someone call you back within 24 hours. 🏠

Emergency Preparedness

Aurora is equipped with 56 outdoor warning systems strategically located throughout the city. These sirens are used to alert citizens who are outdoors when an actual or possible tornado is threatening the area. The city's Office of Emergency Management also recommends owning a NOAA Weather Alert Radio or signing up for weather notifications through local station websites to stay alert to severe weather conditions. For non-weather emergencies such as natural disasters, a man-made disaster, a missing child or a public safety emergency in your area, notifications are available through the Citizen Alert Notification System. By registering your preferred means of communication, the city will be able to contact you when a non-weather emergency occurs in your area. To sign up, visit www.auroragov.org and search for Citizen Alert. Call 303-739-7636 for more information.

DID YOU KNOW???

Neighborhood Watch

Aurora is Colorado's safest large city. Aurora's residents do their part to keep it that way through the **Aurora Police Department's Neighborhood Watch Program**. Neighborhood Watch is a group of citizens organized with the goal of taking an active role in making their community healthy and crime free by working with law enforcement and other city resources. For details, call **303-739-6050**.

Access Aurora

Report an issue and watch it get fixed through Access Aurora, the online system for contacting the city of Aurora about any non-emergency concerns, questions, comments or requests for service. Visit **www.auroragov.org** and search for Contact Us, or download the Access Aurora application from the app store for iPhone or Android devices. For more help, call Access Aurora at **303-739-7000**.



▶ General Contractor & Apartment Renovations

Trust the company that Colorado's property managers have trusted since 2008. **Metro Construction and Restoration** is a fully licensed, insured and bonded general contractor capable of handling any type of construction, apartment renovation or capital improvement project.



We are committed to our clients 24 hours a day, 7 days per week.

Metro Construction and Restoration LLC

Call us today: (720) 317-2275

4805 E Evans Ave

Denver, CO 80222-5213

www.metro-construction.net



Associa

Colorado Association Services

Serving Colorado communities for more than 22 years

Denver: (303) 232-9200

Ft. Collins: (970) 407-9990

www.associacolorado.com

Delivering unsurpassed management and lifestyle services to communities worldwide.



Manager Q&A

Common Interests recently sat down with **Evelyn Saavedra** (Onsite Community Manager; with **Hammersmith Management** 3 years; in the industry 14 years). Our goal in speaking with Evelyn was to understand her perspective of what conflict management means in her past and present roles. What we discovered is true in most cases—her attitude and passion for the industry, truly, make all the difference.

You've worked in different states as a member with CAI. Were there any differences in how conflict was managed according to the State?

In Texas, there is a defined process in the state law for conflict resolution. This process was meant to give due process to those involved, but I found that it formalized the setting so much that open discussion was not easily fulfilled. This would leave the person with the grievance without the feeling of being “heard”.

On the other hand, in New Mexico, there were no laws for conflict resolution; as a matter of fact, there were no laws for CIC other than a uniform condo act. What I learned was there were pros and cons to this depending on the board. Some boards were open to the idea of resolving issues in an amicable matter and others wanted to rule to the letter of the governing documents and use their power to enforce it. This created opportunity to try to show boards how another approach could gain the results they really desired and promote a positive moral in the community.

We hear about different ways to manage conflict. What has been your best experience in managing conflict in your profession and why do you think it was a “winning” event?

My best experiences in managing conflict have been due to steps taken to achieve resolution. Those steps are as follows:

- **Listen**—people want to feel like someone cares to hear their side. When you give them the time to express their issue, give them your undivided attention.
- **Acknowledge**—let them know what you heard. This will give them the opportunity to clarify if they didn't deliver their message properly while also letting them know you truly listened.

- **Focus on the issue, not the person**—we all know some people have a “reputation” and tend to be ignored, but what if they are seeing something no one else is? When you give them the opportunity to express their issue, do so with an open mind. You never know, they may have a perspective that was never seen or considered that provides great value!
- **Be sincere**—Respond in a sincere manner. Find a way to sincerely acknowledge their situation.
- **Respond**—don't let the issue go without a response, even if it is a no. While responding, take the time to educate those involved on the issue, why the response is what it is and any future options they may have.



“The best way to avoid conflict is to prevent it. Look at challenges from other perspectives. And don't forget about education through communication!”

Have you ever had an experience in which you felt like there was no way to get through the argument? What did you end up doing?

I think anyone that has been in the community management business knows they will be in a situation to which there will be tension and the discussion is only getting worse. When I have found myself in the situation, either in person or on the phone, I will recommend placing the conversation on hold and rescheduling for a later date and time. This usually gives the person the opportunity to cool off. Sometimes just the request is enough to help them continue the discussion in a less emotional manner.

You're a manager—so I assume you've had homeowners or board members that just wouldn't coexist. If you could change this by making one wish, what would your wish be?

That's an excellent question! I'm going to have to use my imagination with this as I believe there will always be personalities that will conflict. I would love to be able to pump laughing gas into the board room, for the groups with this type of issue, and get everyone to see the lighter side of the situation—and to laugh!

How do you avoid conflict?

The best way to avoid conflict is to prevent it. Look at challenges from other perspectives. And don't forget about education through communication!

If there is a large decision or change to be made, before the final decision is made, give those impacted an opportunity to express their opinion. For example, if you are going to remodel the common areas, have a presentation of what the plans or options are, then give an opportunity for feedback. This can be done via surveys. One caution, if you do a survey, make sure to share the results!

Ok, enough about conflict...what do you love about this industry?

That everyday I am provided the opportunity to positively impact someone's life either collectively or individually. This may be with the staff, residents, or board members. In addition to that, I never have 2 days that are the same! I love the diversity it brings to my work allowing me not get stuck in just one thing over and over again. 🏠



Keeping the World Safe from Lawyers, one Trip Hazard at a time!

LOCALLY OWNED AND OPERATED SINCE 2003



TRIP HAZARDS EXIST:
In sidewalks, driveways, curbs, pool decking, around tree roots, drainage areas...

"Increase Tenant Satisfaction & SAVE up to 80% of project costs by SIDEWALK SHAVING, NOT REPLACING."

CONCRETE REPAIR EXPERTS

General Concrete • Crack Repair / Caulking • Protective Coatings
303.287.1959 • AtlasConcreteSolutions.com



WR Western Roofing, Inc.
Our Brand Means Peace of Mind



Trust Western Roofing
Start With Trust
Serving Colorado since 1989

The BBB chose Western Roofing to put their roof on, you should too!

- ▶ Re-Roofs
- ▶ Shingles
- ▶ Repairs
- ▶ Flat White Roofs
- ▶ Maintenance
- ▶ Gutters, Drains, Scuppers

(303) 279-4141
info@westernroofingco.com



The Smiling Saboteur

by Derek Jost,
Palace Construction

The hidden anger and conflict aversion that will sabotage the most steadfast efforts of any group is Passive Aggressive behavior. Don't let it wreck your chances for success.

Have you ever experienced biting sarcasm or been burned by a back handed compliment? Have you ever tried to resolve an issue with someone who holds out, goes silent or refuses to engage? This conduct, along with 'the silent treatment', consistent procrastination and persistent tardiness are all hallmarks of passive aggressive behavior. Recognizing that you may be dealing with (or exhibiting yourself) a passive aggressive behavior and dealing with it swiftly is critical to the success and productivity of any team.

To identify passive aggressive behavior, first understand what 'passive aggressive' really means. Most of us use the term loosely and some of us use it frequently, but how many of us actually understand what passive aggressive is and how it impacts our own behaviors? The simplest definition is aggressiveness conveyed in passive ways, such as sarcasm, stubbornness and obstruction, including anger disguised as ignorance, or sloppiness described as unavoidable. Google defines it as, "indirect resistance to the demands of others and an avoidance of direct confrontation". Less scholarly terms often used to describe passive aggressive behavior include 'conflict avoidance', 'smarmy' or 'petty'. Often a team will sense that something is wrong, but the cleverly passive aggressive person will work hard to hide their true intentions.

Here are examples of common passive aggressive tactics that will help you identify the behavior.

- **Procrastination.** When a passive aggressive team member is not in favor of a decision by the group, he may employ intentional procrastination to stop the progress of the group while pretending to be on board with the decision and feigning hard work.
- **Back Handed Compliment.** A passive aggressive team member who feels insecure in the group is often unwilling to express this vulnerability, preferring instead to 'cut them down to size' while appearing to be complimentary.
- **The 'Silent Treatment'.** Refusing to engage or purposefully ignoring others is perhaps the most common passive aggressive behavior because it gives the passive aggressive member full control of the team's success for failure, raising the frustration level without direct involvement of the passive aggressive personality, who can remain blameless in the failure. Another common expression of this behavior is the defeatist, or 'why bother' attitude.
- **Instigation.** The passive aggressive team member wants desperately to express their anger (aggression), but hates conflict (passive). Instead he or she will sulk or pout causing others on the team to start the conflict out of frustration.

These are not uncommon behaviors, and this is certainly not an exhaustive list of all the ways a team member can be passive aggressive. Most of us have engaged in passive aggressive behavior from time to time and almost all of us have encountered it in others. We know it's destructive to the group, but we do it none the less. Fortunately, we can stop ourselves...and we can learn strategies for dealing with the behavior in others.

Honesty is the best policy, so be honest first and foremost with yourself. Passive aggressive behavior starts when what you say directly conflicts with what you want. In an effort to avoid conflict, you may agree to do something you don't want to do, vote for something you don't believe in, or pretend you forgot to do something you never intended to do in the first place. If you feel yourself becoming angry, put upon, or taken advantage of, it's important to express those feeling honestly. Otherwise your team will be blindsided by the unfinished projects, complaining and 'no shows' that will absolutely occur. You may even feel a temporary victory when the team fails, but it's important to realize that passive aggressive behavior significantly reduces your credibility and also diminishes your chance for future success.

Practice expressing your needs respectfully and clearly. This will allow team members to react to your true feelings and not have to guess what the problems are. While it may seem like passive aggressive compliance is the easiest way to move forward without conflict, it actually delays conflict and creates bigger gaps between you and the team.

Finally, be respectful of the team and yourself. Once you have identified your needs in an honest way, and expressed them plainly and firmly to the group, practice true acceptance. Accept that a fair decision has been made and leave smarmy comments and gossip behind. Not only will the team have a better result, but you're contribution will be positive and appreciated.

Okay, so you can identify and minimize passive aggressive behavior in yourself, but how do you deal with a passive aggressive behavior from someone else? You may not even know a team member is angry or that he or she is in a silent fight with you. By definition, he or she is compliant on the outside, but seething inside. How can we create a functioning successful team with a passive aggressive player?

- **Set limits.** Create clear boundaries for the group that are applied consistently to each member and make sure they are well communicated. Then stick to them. Team members should know what is expected by the group and what the consequences will be if their part isn't completed.
- **Be collaborative.** Work together to outline the goals or expectations for the group, board or project. Restate the goals and time frames to be sure they are clear and understood. Passive aggressive behavior, while unacceptable, sometimes starts when a team member feels disenfranchised. Don't accept every idea that comes from the group, but accept every member of the group as an important part of the process. You just might see the aggression melt away.
- **Confront it.** If passive aggressive behavior continues, it must be confronted. Be sure to confront the specific circumstances and avoid broad characterizations. Remain as unemotional as possible to avoid escalating the conflict. Most importantly, do not sugar coat the message. While you don't want to attack the

behavior, you do want your message to be strong. As you've probably learned from this discussion, sugar coating is a classic passive aggressive approach. Don't let your efforts to be compassionate weaken your need to stop the cycle of passivity and aggression.

- **Remove it.** There can come a time when a passive aggressive personality must be asked to leave to preserve the team. If you've truly tried the steps above with no success, you may have no other options. Just as with confrontation, focus on how he or she cannot be productive on a specific task or team and avoid generalizations or global statements about his or her personality.
- **Finally, when you've done your best, let it go.** One of the easiest ways to become passive aggressive is to let your resentment or frustration fester. Once the behavior is exposed and addressed, don't ruminate over it. This is the time to thank everyone for their cooperation and get down to work. ⬆

SPLIT RAIL FENCE

& Supply Co

"The Respected Leader in the Industry Since 1974"

**Specializing in High Quality,
#1 Grade Cedar Privacy Fences**




Cedar Privacy HOA SPECIALISTS Vinyl




Ornamental Iron Trex Seclusions

Serving the Metro Area for over 38 Years!

Wholesale to the Public • Complete Installation or Materials Only
FREE ESTIMATES

www.splitrailfenceco.com

SOUTH



**8065 West Brandon Dr.
Littleton, CO 80125
303-791-1997**

NORTH



**3330 E. I-25 Frontage Rd.
Dacono, CO 80514
303-828-1501**

Bufftech

MEMBER OF

community

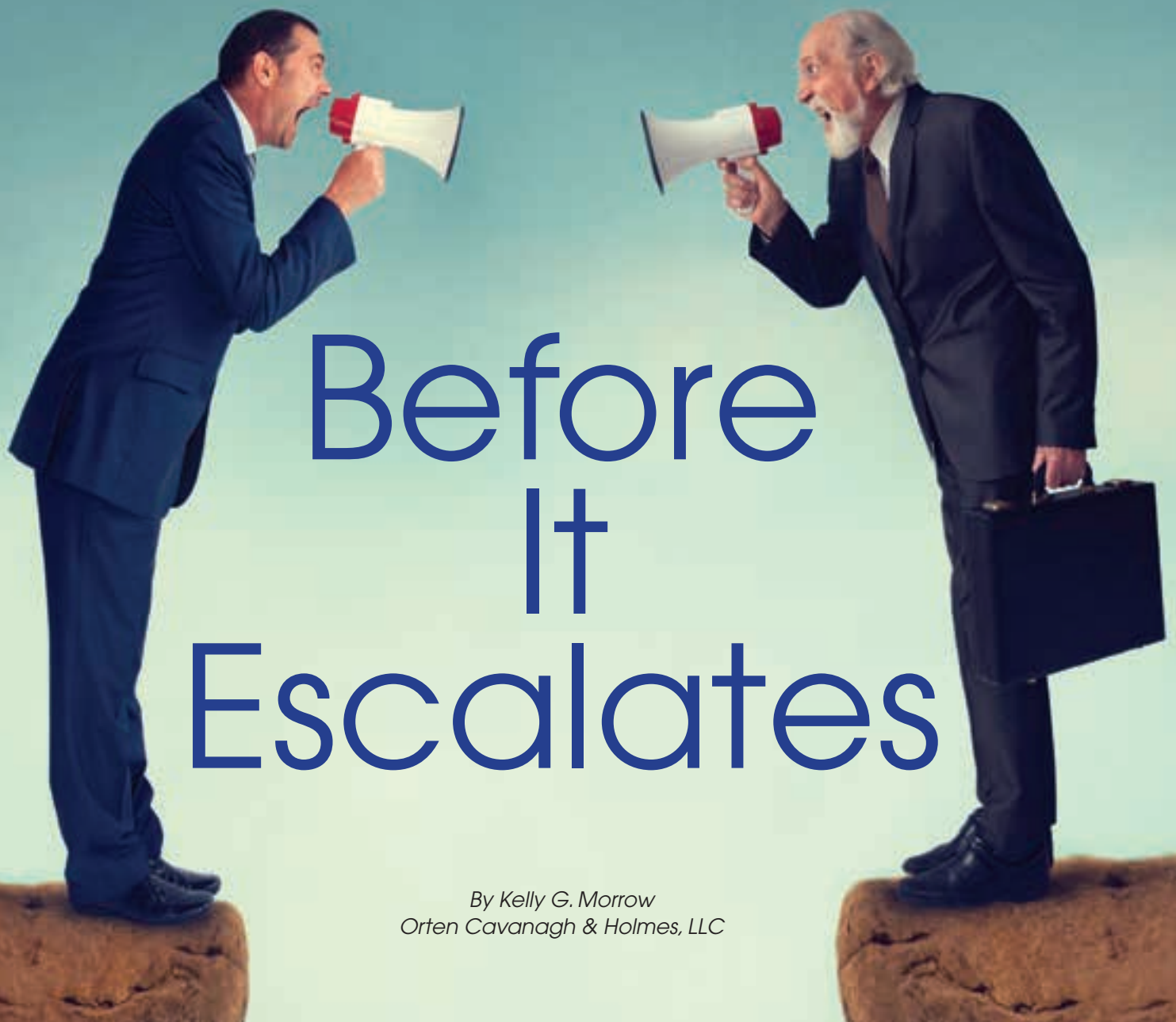
ASSOCIATIONS INSTITUTE

AAA

BBB

ICBB

Resolving CONFLICT



*By Kelly G. Morrow
Orten Cavanagh & Holmes, LLC*

Disputes frequently occur in community association living, whether between neighbors, an owner and the Board of Directors (“Board”), or among the Board members. People have competing interests and different views. When these interests and views are incompatible, conflicts can arise.

If left unresolved, such conflicts can quickly escalate, become emotional and personal, and ultimately block community productivity and collaboration. When faced with a difficult conflict situation, the following is a progression of how a conflict may proceed. However, the goal is to seek timely and successful resolution of conflict as soon as possible which may preserve and improve relationships, foster community growth and positive change, and ultimately save time and money.

Do not make a mountain out of a mole hill. If the problem situation is not criminal and has only happened once, it may be an isolated incident. Instead of racing out and demanding immediate corrective action, remain calm and wait twenty-four hours for perspective on whether the behavior is as problematic as you initially perceived. After proper reflection, you may discover that you are not as upset by the situation, which may save you from an impulsive and confrontational encounter that you may later regret.

Do not avoid the topic or source of the conflict. When the problem is on-going, the situation needs to be addressed. People tend to avoid one another when faced with an uncomfortable or contentious situation. However, as long as the situation is safe to discuss the problem rationally, the affected parties should talk about the issue. Generally, people do not intentionally want to be the source of a problem for others. Therefore, an open and courteous discussion to voice and listen to concerns may reveal that the underlying issue is a simple misunderstanding among the parties. Once addressed, each party may begin to understand the other’s interests, needs, and goals which may quickly lead to an acceptable solution for all.

Recognize when you need outside help. If opposing parties are at an impasse and cannot successfully resolve the problem on their own, an acceptable neutral third-party mediator may be useful. Mediation can occur before litigation and may be required by the court during litigation. Mediation is a non-adversarial process that is less costly than arbitration or litigation. It is a confidential and informal process where the parties can express their respective concerns and grievances to the mediator. The mediator does not have the power to decide who is right or wrong in a conflict. Rather, the mediator listens to opposing viewpoints and goals to help facilitate the parties’ negotiations and collaborative problem solving. Ideally, the parties will reach a mutually acceptable voluntary agreement that fairly resolves the problem for all parties. Mediation can be pursued through community based mediation programs, private mediation, or through the Colorado Judicial Department Office of Dispute Resolution. Mediator costs can vary, but average about \$250.00 per hour.

Carefully consider arbitration or litigation. Once the problem has is beyond resolution through negotiation and mediation, the parties may decide the only option left is to arbitrate or litigate the matter. Unfortunately, this may be necessary when the parties are too focused on their own objectives to successfully compromise. Both of these alternatives are highly adversarial, lead to unpredictable results, and the associated costs can quickly exceed the damages caused by the initial problem. Thus, you should carefully consider whether this is the most effective way to resolve the issue.

Arbitration can be binding or non-binding. It typically is a faster process than litigation. The parties select a neutral and acceptable arbitrator, who after reviewing the parties’ written submissions, testimony, and other evidence, renders a decision based upon liability and awards damages. If the arbitration is binding, the parties are contractually bound by the arbitrator’s decision and award. If the arbitration is non-binding, the parties are free to continue to pursue their claim through the court system where the arbitrator’s reasoning and award are likely inadmissible. Arbitration costs can vary depending on filing fees, the hourly rate

and expenses of the arbitrator, and whether a standard hearing, telephonic hearing, or documentary hearing is utilized. However, the costs for arbitration alone can quickly add up to several thousand dollars. This does not include any attorneys’ fees or costs if you are represented by counsel.

Litigation should be your last resort. Before utilizing the court system, you should meet with legal counsel to evaluate the strengths and weaknesses of your claim to determine whether you have a strong enough case to win. Litigation takes time and is expensive and stressful. Therefore, you need to make sure you want to spend the money, time, and effort to see the case to resolution. Counsel can assist you in evaluating the claim and provide a preliminary litigation budget that will

outline whether it is appropriate or beneficial to litigate.

Additionally, you need to review your community’s Dispute Resolution Policy and Procedure (“DRP”) which is required under the Colorado Common Interest Ownership Act section 38-33.3-209.5(1)(b)(VIII). If your dispute is with the association itself, then you may be required under the DRP to request and attend a hearing with the association Board of Directors to explain the grievance and attempt to amicably resolve the problem prior to filing any lawsuit.

Remember these are your neighbors. At the end of the day, unless you decide to move, you will still live in the community and could encounter the offending party for many years to come. Calm communication between affected parties is key to quickly and inexpensively resolve a conflict in its earliest stages. Neighbor and community relations may be permanently damaged from contentious and expensive litigation which may negatively outweigh any benefit received from a court ruling in your favor. ⬆



**“Calm communication
between affected
parties is key to
quickly and
inexpensively resolve
a conflict in its
earliest stages.”**

Are you a Community Association Manager?

Key changes that will affect the way you do business are coming your way. Beginning July 1st, the state of Colorado will require that most Colorado community managers obtain a license to continue working in their field.

Earning the Certified Manager of Community Associations (CMCA®) credential is a smart path to manager licensure in Colorado. Find out more about earning your CMCA and Colorado community association manager licensure at www.camicb.org.

CMCA

CAMICB[™]
Community Association Managers
International Certification Board

www.camicb.org



Spring Golf!



Please join CAI-RMC for a “Spring Break” golf outing at the Pinehurst Country Club in Denver on Monday May 4, 2015 at 10:00 a.m.

This event will give members an opportunity to fine tune their golf games and network with our membership at an exclusive private course. The format for this event will be to play your own ball and most importantly, have fun!

Let's kick off the golf season with this excellent opportunity to meet other professionals in the industry, outside of the office. Members of all skill levels are encouraged to attend. There are no prerequisites!

This outing is separate from the 19th Annual CAI tournament in June and there will not be any sponsorships sold for this event.

Members can register and sign up individually, as single players, for \$110.00, which includes your breakfast, golf and lunch following play.

Sign-up will be through the chapters website at www.cai-rmc.org, email Executive Director, Bridget Sebern, at bridget@HOA-Colorado.org or contact Golf Tournament Committee Chair, Scott Ryan, at sryan@eHammersmith.com for more information on this new event. ⬆

TUESDAY • MAY 12, 2015
COLORADO CONVENTION CENTER

**HIT A
HOMERUN
WITH CAI-RMC**

MAKE SURE YOUR
BASES ARE LOADED
FOR MANAGER
LICENSING

ATTENDEE BROCHURE

PRESENTED BY



SPRING SHOWCASE & TRADE SHOW

ATTENDEE REGISTRATION

or REGISTER ONLINE at www.HOA-Colorado.org



Join us for a Spring Showcase celebration of this event with special guests, nine educational offerings, a huge trade show!

A tremendous value for the low price of \$40 (early registration—CAI member price).

Registration includes:

- Continental Breakfast
- Admission to the Trade Show
- Conference Tote Bag
- Prize Giveaways

- Lunch
- Multiple Educational Sessions
- Extensive Networking
- 4 Hours of CE Credit for Managers

If registering multiple attendees with one payment, please attach a list of names (and certifications, if any) and provide primary contact information on registration form.

Name (and certification, if any) _____

Company or Association Name _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

E-mail _____

Membership Type: ☐ Board Member/Homeowner ☐ Manager ☐ Business Partner ☐ Not a Member

How did you hear about Spring Showcase?

☐ Newspaper ☐ CAI Website ☐ Email ☐ Facebook ☐ Postcard ☐ Word of mouth

☐ Other (please describe) _____

Early Bird Special (Register before Friday May 1st and receive a special rate!)

_____ Members @ \$40 each _____ Non-Members @ \$50 each \$ _____

All registrations after May 1st (subject to change):

_____ Members @ \$60 each _____ Non-Members @ \$70 each \$ _____

TOTAL ENCLOSED \$ _____

PAYMENT TO CAI-RMC IS DUE WITH REGISTRATION

Payment: ☐ Check Enclosed or Credit Card: ☐ VISA ☐ MasterCard ☐ American Express

Cardholder _____

Billing Address _____

Billing City _____ State _____ Zip _____

Card No. _____ Security Code _____ Exp. Date _____

Signature _____

For questions or more information, call (720) 943-8606 or go online at www.HOA-Colorado.org

Complete this form, and return it with payment to:

CAI-RMC • 6105 S. Main Street, Suite 200 • Aurora CO 80016

You may also send registrations paid with credit card

via fax to (720) 943-8618 or email pdf to bridget@HOA-colorado.org

2015 LINE UP

CYBER THEFT

8:45am – 9:45am

Speaker: Alan Crandall

Description: The cyber theft seminar describes the key methodology by which cyber thieves penetrate a company's security. How firewalls are ineffective and the typical virus protection fails to protect. We talk about why, how, where they are coming from. Ramifications of a breach to the community or management company. Steps to take to reduce the likelihood of being a target. Regulations that may mandate a higher level of cyber prevention. Lastly, what to look for in cyber insurance.

Objective: Attendees will be able to identify potential cyber theft attacks, steps to take if an attack is discovered, and be armed with knowledge to impart on board members and co-workers on to further strengthen their cyber security.

BASE HITS: PRACTICAL STRATEGIES FOR RECORDS PRODUCTION, INSPECTION AND RETENTION

8:45am – 9:45am

Speaker: David Graf & Tim Moeller

Description: The class will begin with outlining the requirements of state statute 38-33.3-317; approximately 20 minutes. From there the class will become interactive with Tim and David taking adversarial positions on various scenarios to explain "what does all that mean and how do you do it". Attendees will be pulled into the discussion to ask their opinion on which scenario they believe is correct, and why.

Objective: Attendees will have a clearer understanding of the requirements of record retention, which will allow them to keep more concise records. Attendees will have a better understanding of what association records are open to the membership and which ones are not. Managers will be provided examples of how to manage emails between board meetings, and board members will have a better understanding of why this is necessary.

BATTING PRACTICE WITH YOUR MANAGER LICENSE TEST

8:45am – 9:45am and 11:00am – Noon

Speaker: Elina Gilbert & Candyce Cavanaugh

Description: Does the thought of taking a test make you want to run and hide in the dugout? Join us as we provide you with some testing insights for the state and core competency portions of the exam. We will also give you some suggestions on how to prepare yourself to step up to the plate and take the test.

Objective: Attendees will feel confident to take the exam with useful test taking tips.

THE OLD LADY NEXT DOOR: 7 REASONS TO KEEP SENIORS IN YOUR COMMUNITY

11:00am – Noon

Speaker: Carol Core

Description: Baby boomers are the fastest growing population in the marketplace today. Collectively, seniors in your community, most likely offer decades of business and life experiences. They have time on their hands and effectively engaged can become not only your advocates within the community but an extension to your management and maintenance team. We discuss 7 key reasons why you want seniors as the foundation of your community and the benefits they bring.

Objective: Attendees will be encouraged with tools to engage senior residents within the community - creating advocacy for you, your team, your community

HOW TO SCORE A HOME RUN BY SELLING YOURSELF

11:00am – Noon

Speaker: Loura Sanchez & Stephen Christopher

Description: Hitting a home run when the bases are loaded is the goal of every baseball player. As a community association professional your grand slam is building trust, competency and a reputation so that you can knock one out of the park, whether that park is a new community, a new job or a new endeavor. During this highly interactive class we will explore the art of selling, the essentials in our industry and give you at least 3 techniques that you can use to load your bases.

Objective: Attendees will walk away with the following takeaways: 1) Tools to successfully build trust with employer, staff, board members and others; and 2) Tools to improve productivity and follow through.

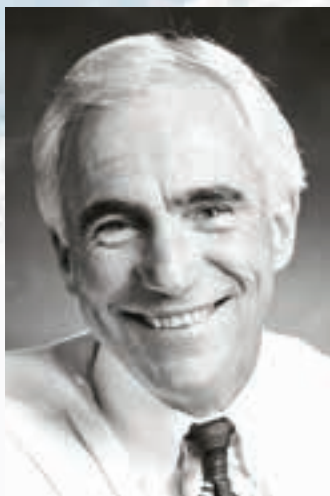
COVERING YOUR BASES WITH MANAGER LICENSING/COMPLIANCE AND LEGISLATION

2:00pm – 3:00pm • GENERAL SESSION

Speaker: Dee Wolfe, Brandon Helm, Molly Foley-Healy, Chris Pacetti, Denise Haas

Description: Join us as we update you on all of the activities that occurred during legislative session and how the outcome will impact you today and through the future. We will also update you on manager licensing as well as how to comply with the new law now that you have your license.

KEYNOTE COACH



Special Lunchtime Keynote Address by John Cassis

John, a modern day renaissance man—played baseball for the California Angels, inspirational speaker for the Chicago Bears, minister to a small church in Colorado, director of special projects for World Relief and a professional golfer!

TENTATIVE SCHEDULE

TUESDAY, MAY 12

7:30am – 8:30am	Registration & Breakfast
8:30am – 8:45am	Welcome & Opening Remarks
8:45am – 9:45am	Education Breakout Session 1
9:45am – 11:00am	Break—in Exhibit Hall
11:00am – 12:00pm	Education Breakout Session 2
12:00pm – 1:15pm	Keynote Speaker / Sit-Down Luncheon
1:15pm – 2:00pm	Break—in Exhibit Hall
2:00pm – 3:00pm	General Session (Luncheon Area)
3:00pm – 3:30pm	Break—in Exhibit Hall
3:45pm – 4:00pm	Prize Drawings
4:00pm – 4:15pm	Spring Showcase Closing Remarks

EDUCATION BREAKOUT SESSION 1

- Cyber Theft
- Base Hits: Practical Strategies for Records Production, Inspection and Retention
- Batting Practice With Your Manager License Test

EDUCATION BREAKOUT SESSION 2

- The Old Lady Next Door: 7 Reasons to Keep Seniors in Your Community
- How to Score a Home Run by Selling Yourself
- Batting Practice With Your Manager License Test

GRANTS AVAILABLE

Through the generous support of our business partner members, CAI-RMC has established a grant fund to provide financial support for community association volunteer leaders to attend chapter education programs and conferences.

SPONSORS

AGS Construction, Inc.
Benson, Kerrane, Storz & Nelson PC
BluSKY Restoration Contractors, Inc.
Citywide Banks
Colorado Association Services - Associa (Lakewood)
Fence Consulting Services, LLC
HERITAGE ROOFING, INC.
HindmanSanchez, P.C.
Interstate Restoration
McKenzie Rhody and Hearn, LLC.
Metro Construction, Inc.
Orten Cavanagh & Holmes, LLC
Palace Construction
RBC Wealth Management
RealManage
Servpro
SPCS, Inc.
Sullan², Sandgrund, Perczak & Nuss - Construction
Defect Group at Burg Simpson
SWINGLE LAWN, TREE & LANDSCAPE CARE
Terracare Associates
The Witt Law Firm
Union Bank Homeowners Association Services
Vial Fotheringham, LLP
WESTERN MAINTENANCE & CONSTRUCTION, INC.
WESTERN ROOFING INC.

● = PRESENTING SPONSORS



Parking is available in the Convention Center Parking Garage for a fee. There are also a number of surface parking lots around the convention center. Consider taking the Light Rail! The D, F and H lines let off at the doors of the Convention Center on Stout between Speer and 14th.



Welcome New Members

Mrs. Shawna All

Ms. Jennifer A. Brown

Loran S Dake

Mr. Patrick Gerard Delaney

Ms. Barbara Hines

Ms. Diana R. Kline

Ms. Lina Kyle, CMCA

Ms. Christine Sartoris

Ms. Lindsey A. Warner

Charles Wolfersberger

Mr. Barney Donald Moran—

Alpine Corporate Accommodations

Mr. Kevin Nichols—City of Arvada

Ms. Nikki Steinke—

Colorado Association Services-Lakewood

Ms. Janaine Lisa Frew—East West Resorts

Ms. Kristina Charbonneau—Hammersmith Management, Inc.

Mr. Hermanus B. Claassen—Hammersmith Management, Inc.

Ms. Kalle Dreller—Hammersmith Management, Inc.

Mr. John Guzman-Peonio—Hammersmith Management, Inc.

Ms. Leslie Johnson—Hammersmith Management, Inc.

Mr. Richard Mullins—Hammersmith Management, Inc.

Mrs. Stephanie Ollmann—Hammersmith Management, Inc.

Ms. Camy Rea—Hammersmith Management, Inc.

Mrs. Alicia Romano—Hammersmith Management, Inc.

Mr. Scott Scroggins—Hammersmith Management, Inc.

Terry Marks—HomeGuard Restoration

Mr. Scott Bell, CMCA—Marabou Owners Association, Inc.

Mr. Bret Brouillette—Rainbow International of Denver

Ms. Cyndi Mamm—The Pinery Homeowners Association, Inc.

Ms. Marilyn L. Wiltgen—Wiltgen Property Management

2015 Membership Directory CORRECTIONS

BROWN BROTHERS ASPHALT & CONCRETE

Area code listed incorrectly.

Correction: 303-781-9999

THOMAS JOHNSON

Company listed incorrectly.

Correction: Advanced Property
Management

since 1993

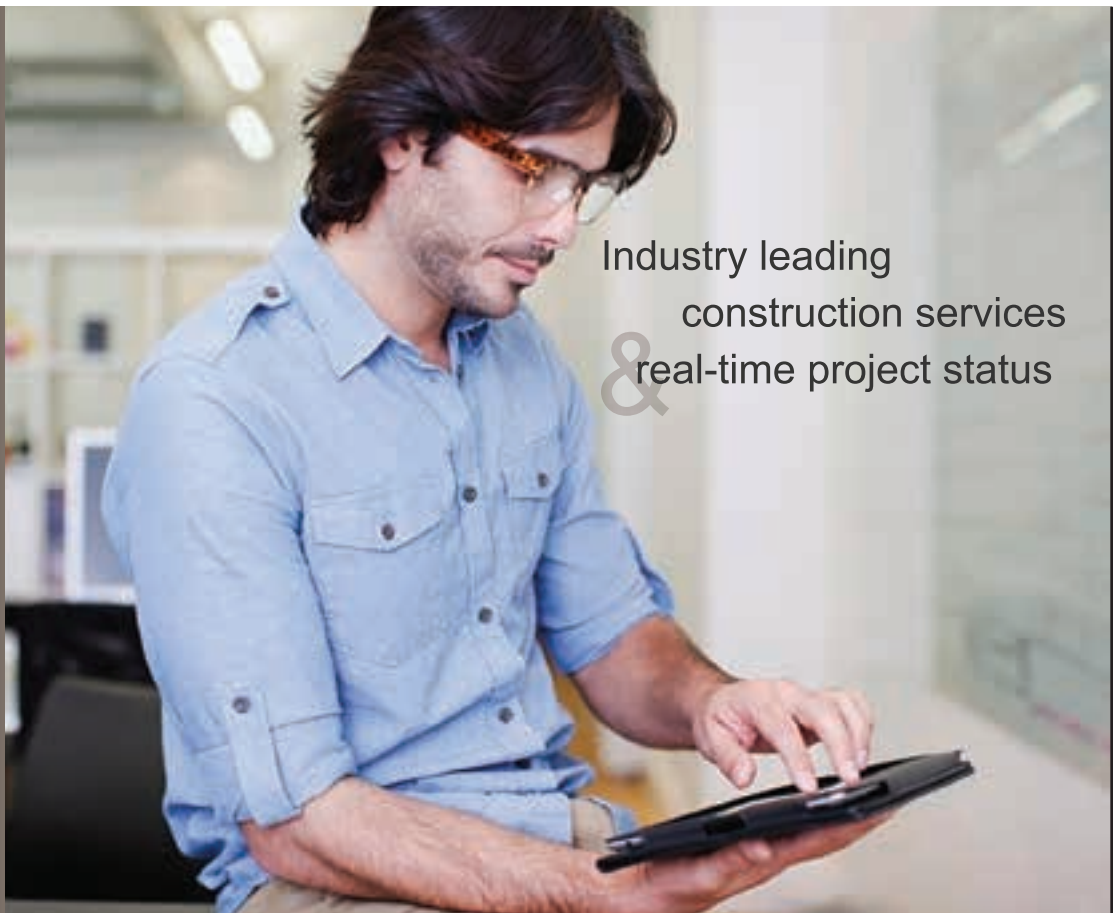
SPCS 
CONSTRUCTION SERVICES

Call for a
free quote
303.680.7727

spcsinc.biz

POWERED BY **Useful**
Better Job Management

Industry leading
construction services
& real-time project status



Making the Most of City & Community Aligned Values



by Marsha W. Osborn,
Chair of the HOA Council

A prospective buyer's first look at a property when entering your neighborhood is often a common area along or in front of the entryway or the first home/condominium on the block. That image is what shapes their view and opinion of your community. Maintaining an inviting and visually appealing appearance is particularly essential to the impression that is made on not only to buyers, but to your residents and their guests.

Keeping Up Appearances

The look of your property makes a statement about the neighborhood. Is it well-kept? Is it inviting? Friendly? Do the residents take pride in their homes? Studies have demonstrated that the exterior environment affects individual's attitudes, outlooks and even behaviors. The "broken windows" theory maintains that there is a link between the appearance of a neighborhood and the crime rate.

Mr. & Mrs. Non-Compliance

At every HOA Board meeting there is a least one agenda item that deals with neighborhood appearance or maintenance. All neighborhoods have that Mr. & Mrs. "refuse to mow." Who is responsible for the excessive weeds or trash and the state of the

fences? When is that old RV left parked on the street going to be moved? Typically these items are identified in the covenants of the community and are enforceable by the property manager.

Covenant Enforcement

Enforcement of these covenant violations is certainly not a fun job. It consumes time and resources that could be used for other community improvements or events. While neighborhood maintenance is in the forefront for the HOA community, the local government shares their concern for beautiful and peaceful neighborhoods, and they can help!

Local Government Can Help

A call to either the municipality or the county government can assist in enforcement. Local governments have regulations on trash, parking, weeds, snow removal, graffiti, exterior maintenance, outdoor storage, snow removal, noise, and more. If there are areas where your local government has ordinances concerning the same things that are regulated in the communities' covenants, additional assistance can be gained. So if that Mr. & Mrs. "refuse to mow" let their grass grow and it is filled with weeds, it may be worthwhile to check the local regulations.

Aligned Values

For example, if the City or County has a local ordinance, regulation or code that stipulates that weeds and/or grass can be no higher than 8 inches for residences, call that government and let them take the lead. A resident or the HOA Board or property manager can contact the local government and discuss the best way to address the problem.

Calling for Back Up

Sometimes this means a code enforcement officer will inspect the property and if it is in violation of the codes, a notice of violation will be issued. The property owner or the HOA, will be given a set amount of time to comply and if action is not taken, further actions are taken and it could result in a summons to court. In most cases, the code officer will work with the offender to get compliance rather than to pursue a legal response.

Do Your Homework

First, check the local government codes. This can be done by going to the jurisdiction's website or calling the department charged with enforcing that jurisdiction's rules and regulations on property appearance and usage. This department's location inside the city or county varies—sometimes it is in the police department or the planning and zoning department or the community development department. In some areas, violations can be reported by telephone, online or on your mobile device.

Cooperative Programs

Pursuing enforcement is not the only way, either. Most local governments have programs that encourage working together in a cooperative, unified fashion to make sure your neighborhood has an appearance that everyone is proud of. Perhaps the HOA Board invites the code officer to speak at a meeting open to all residents, or distribute the Zoning Code brochures created by the local government.

Communities and Cities Working Together

Working in a cooperative, collaborative fashion can result in an image of a neighborhood that reflects a desirable place to live. Protecting your investment depends not only on your actions, but those of your neighbors as well. The return on your investment is also dependent on the condition of the entire neighborhood.

Standing Strong

Know that you don't have to go it alone. Looking to the city and its zoning policies can go a long way in helping you resolve both new and long-standing issues with residents. Not to mention, take a closer look at the many programs offered by local and regional government offices. Often you will find that your objectives and values are very much aligned and they can be a ready ally. 🏠



McKenzie Rhody & Hearn
Construction Defect Attorneys

McKenzie Rhody & Hearn has represented thousands of homeowners and homeowners associations affected by defects in their townhomes, condominiums, lofts, high-rises and single-family homes.



- Balconies/Patios
- Expansive soils
- Roof Defects
- Structural and Foundation Defects
- Water Intrusion
- All Other Construction Defect Claims

Member of the Community Associations Institute

If you believe construction defects exist at your project, call (800) 996-1770 today for a free initial investigation or visit us at www.mrhllc.com for more information.

Serving All of Colorado | (800) 996-1770 | www.mrhllc.com

Millennial Engagement

The Millennial generation encompasses the employees who will be tomorrow's leaders in America's companies. In just 10 years, they'll make up 75 percent of the workforce. This generation of college graduates—buried under student-loan debt and entry-level income—is looking for ways to engage in the workplace and climb out of the recession that has plagued its members in recent years.

Businesses bringing Millennials into their offices should look for ways to increase their employee engagement to make them more valuable members of the company. Research conducted by MSW ARS Research and commissioned by Dale Carnegie Training discovered Millennials have different expectations from older generations.

"Millennials are the future of our companies, and are not entering a company like their parents did or anticipating they'll stay at that company for their entire working career," says Jean-Louis Van Doorne, senior vice president at Dale Carnegie Training. "They are hard workers who've been hit with many economic roadblocks, and they want to become engaged in their careers. Companies may need to adjust some practices to help encourage this engagement."

The research found Millennials find functional and emotional attributes in the office workplace big drivers of engagement, but many companies aren't delivering. Here's what small business owners and human resources departments can do to create a change in the workplace for better Millennial engagement:

• **Improve communication** - The gossip mill is not necessarily a good thing to encourage, and it will run rampant in your company if you don't have good communication about what's happening from the top down. In smaller companies, you can create quarterly meetings to share information, and at larger companies, newsletters and departmental meetings will help. Encourage your employees to ask questions. Promote an open-door policy with all management. And above all, only provide information that is accurate and true. If a question is asked and the answer isn't known, say so.

• **Encourage growth opportunities** - Millennials are interested in making their way up the career ladder quickly, and many will jump companies if they find it in their best interest. Since you've put a lot of effort into training them to perform perfectly for your company, it might be in your best interest to encourage them to stay around. Encourage your management team to discuss with Millennials on your staff their career goals, and identify direct paths they can take to grow in the company.

• **Get to know your workers** - For many generations, the attitude has been to not ask personal questions of employees, but instead to let employees tell their stories if they wish. Millennials would like their managers and coworkers to be interested in them, not just as an employee, but as a complete person. These employees want to know that their supervisor cares about their personal life and understands how it affects the work they do for the company. Your company might want to look into ways of getting to know each other, especially outside of the job. Consider hosting an annual family event like a picnic so coworkers can meet spouses and children. Create a monthly newsletter that features some stories about big life changes, like workers buying houses or starting families.

When employees are more engaged in their work and company, they are more productive and satisfied with what they're doing every day. This leads to better employee retention and trains workers to lead your company into the future. To learn more about the Dale Carnegie research, visit www.dalecarnegie.com/employee-engagement and download the free whitepaper. ⬆



CAI-RMC MISSION STATEMENT

The Community Associations Institute Rocky Mountain Chapter is the recognized leader in the region for education and advocacy to better enable those involved in community associations to lead and serve their organizations.

(970) 480-SIGN
WWW.SIGNSFORHOAS.COM



INFO@SIGNSFORHOAS.COM
7302 SOUTH ALTON WAY, SUITE B
CENTENNIAL, CO 80112



ShakerPainting
MORE THAN A FRESH COAT

Revive
Refresh
Protect

The Extra Touches Set Us Apart

With over 15 years of experience painting commercial and multi-family communities, we are experts at helping balance price with quality and timing.

Let us show you what we can do for you.

shakerpainting.com | (303) 981.0061

Tradeshow Battle Plan

Get the Most Out of Attending a Tradeshow



by Tricia Weldon
Colorado Convention Center Event Manager

Tradeshows can be very overwhelming with hundreds of booths, exhibitors and people to network with. The CAI RMC Spring Showcase is here and how are you going to make the most of it? Are you going to visit every booth, talk to every exhibitor and network with everyone attending? Probably not, but you want to get the most out of attending a full day event. You need a Battle Plan for the event. Here are a few tactics to include in your Battle Plan to attack the tradeshow and get the most out of attending.

Before the show:

- Make a list of the goals you want to achieve from attending the show. Include your own personal goals and those of your company. Every subsequent decision that you make should put you closer to achieving your goals.
- Read through the trade show promotional materials carefully. Use the knowledge you've gleaned to make a plan for attending the show. Include a list of 'must see' booths and 'want to see' booths. Spend a little time researching the vendors, so that you'll have a clear idea of who you need to see, and what you need to learn from them. That way you'll have useful questions to ask, and will have to waste a minimum amount of time with small talk.

During the show:

- You'll want to consult the latest version of the trade show directory and revise your carefully made plans. Exhibitors may have dropped out or arrived unexpectedly, or seminar times may have changed. Check your coat and bags before stepping onto the show floor - you won't want to lug them around for hours.
- Don't just grab every brochure that's offered to you. Collect the information that is of interest to you or that could be valuable to others in your company. Use your lead forms or a small notebook to record the most vital information.
- Let exhibitors know that you are on a tight schedule. They want to make the best use of their time as well, and will gladly cut to the chase with you. You might have to push a little bit to get the answers for questions you really want. Sometimes booth staff simply do not have the answers you require. In that case, ask who you should contact at their firm for follow up.
- Don't be shy about by-passing booths that do not interest you. The exhibitors won't mind. They want to devote their time to potential customers.
- At the same time, keep your eyes open for networking opportunities. Industry leaders haunt trade shows, and they're great people to know. Be social at workshops—now is the time to hand out some of those business cards you've brought along.
- Take regular breaks to hydrate and make notes. The notes will help you write your attendee report, and the water will keep you healthy and moving. Convention centers are notoriously dry, hot environments—be prepared.

After the show:

- Long hours on the trade show floor are enough to wipe anybody out. But before you flop down on the bed for forty well-deserved winks, take some time to organize the information you've gathered.
- Be sure to follow up with new contacts and vendors after the show. Having a clear plan of action will make sure that the time you spent at the show was a worth-while investment. ⬆

CAI Social Media Roundup

Love CAI? Of course you do! You can also
Like, Friend & Follow CAI-RMC and National



Twitter

www.twitter.com/CAIRMC Local
www.twitter.com/CAISocial National

Facebook

<http://www.facebook.com/cai.rmc> Local
<https://www.facebook.com/CAISocial> National

LinkedIn

<https://www.linkedin.com/company/42079> National Company Page
<https://www.linkedin.com/groups?gid=39092> National Group

WESTERN MAINTENANCE & CONSTRUCTION



A Full Service Construction & Property
Maintenance Company

24-7 Emergency Response
Work orders processed daily 24-7
Licensed - Insured - Bonded
Construction - Carpentry
Const. Defect - Expert Witness
Insurance Specialists - Xactimate
Reconstruction - Structural Repairs
Fire - Water - Smoke
Mold - Lead - Wind - Hail
IICRC Certified - Clean Trust
Siding - Stucco - Windows
Decks - Fencing - Electrical - Lighting
HVAC Install & Repair
Roofing Install & Repairs
Gutters Install & Cleaning
Asphalt & Concrete Specialists
Flatwork - Foundations - Valleys
Plumbing Repairs - Snaking
Backflow Testing & Repairs
Major Sewer & Water Mains
Sewer Backups & Repairs
Sewer Scope & Locates
Excavation Equipment

W ANY Service for ANY Project
303-744-9000
www.westernmc.com A+ Rating

ET Irrigation

Irrigation Management Specialist

*MAINTAIN A MORE BEAUTIFUL
AND
HEALTHY LANDSCAPE
WHILE SAVING WATER AND
MONEY!*



*Your Partner in Landscape Water
Conservation*

Phone: 720-480-4312
brian@etirrigation.com
etirrigation.com

Since When Did HOA Come to Stand For H.elping O.lder A.dult Residents?

by Ted Caulkins, President, COO
GoldLeaf HomeCare

Almost 11,000 Americans are turning 65 years old every day. Some are living in your community and some of your neighbors likely turned 65 twenty years ago. In fact, a full 20% of all Americans will be over 65 in just 15 years (2030 — MetLife study on Aging). As all of us age, our lifestyles change. Our needs, desires and abilities also change and all of these have a dramatic impact on where we live and the needs required from that place we call Home.

New Challenges

Community managers and HOAs are facing new challenges as resident populations age. Today, 1 in every 3 households contains a resident that is 60 or older! And after downsizing out of a single family home, many 60 plus are choosing to live in HOA communities. Many questions are arising, including:

- What are my HOA's legal rights & responsibilities pertaining to individual privacy vs. providing services?
- Are their aging (and obsolescing) homes creating increased hazard for the resident and their neighbors (e.g. fire, molds, crime, injury...)?
- What measures can we take to enforce property improvement standards upon seniors who may no longer have the physical/financial ability to cut the grass, paint the shutters...?
- Do aging residents require greater security, increased services, more common area improvement & maintenance than other residents? Are communities compelled to provide this?
- What role can HOAs and communities play in helping to prevent the rapid increase in elder abuse from occurring?
- How do we reconcile the desired amenities of our seniors as they become increasingly divergent from the desires of the rest of the community?
- Perhaps most importantly, how will we know if they're okay in their homes and what role should we be assuming for their well-being?

The Aging in Place Movement

With the explosive proliferation seniors, there is much debate about the best way to accommodate the coming "silver tsunami". So where can you turn for answers?

Well, we have good news! Sometime in the early years of this 21st century, the movement known today as "Aging in Place" was formalized by local & state coalitions and even the National Aging in Place Council was formed to help promote the desires of over 90% of America's seniors who repeatedly exclaim they want to spend their final years in their own home. This "movement" today is present in almost all communities nationwide and represented by a wide array of public and private organizations that serve the needs of our elderly.

There is an ever-expanding home health industry and who tend to be "first responder" for issues pertaining to seniors in their home. The home care industry - as well as providers known as "patient advocates" - are often being called upon to be the assessment arm for seniors and their families. These services are typically called in to help "navigate" what may be best next steps in providing the appropriate care and environment. Beyond these services, entire cottage industries are forming around helping our elderly remain safe and healthy in the comfort of the home they're familiar with and which often represents their own grip on independence.

H.elping O.lder A.dult Residents

A community manager obviously needs to be mindful of the balance between the safety and well-being of a resident and their relationship with other residents, as well as their right to quiet enjoyment of their home. As such, it is important to know what to look for and when and how to best guide a resident to finding solutions or know when to intervene and call in next-of-kin or other third party assistance.

Just some of the services available to assist senior residents include:

- Construction companies and remodeling agencies who build ramps, install hoist lifts, security grab bars, bathroom assistance equipment and much more
- Entire elder law community, tax planners and real estate brokers specializing solely in helping seniors
- There is long term care insurance, offering non-medical benefits for seniors (this is one of the very few methods for financing non-medical care other than cash)
- Medicare/Medicaid consultants who can help folks better understand their options under these ever-changing health plans
- Adult day programs for socialization and stimulation, there are geriatric fitness specialists who will come into the home to offer custom fitness programs that help keep the heart & body as young as can be
- Church programs offering everything from Bible studies to group forums, discussions and seminars
- Tele-health specialists offering telephone security devices and medication reminders, emergency pendant alarms to alert in case of a fall or accident while alone
- Private & public transportation services in many communities and municipalities that augment taxi service and bus service
- Enormous assortment of hearing devices, visual aides and lots of folks who are offering to teach our seniors how to use their cell phones, their computers, social media, e-commerce... with safety!
- Colorado boasts some strong governmental support agencies

like DRCOG, Adult Protective Services and First Alert that can provide a broad array of services to the senior in their home, like meals on wheels and many more

- Pre-planning funeral service companies that help folks gain some comfort around their final days, wonderful hospice & palliative care services available
- Many reputable “placement” specialists who assist seniors who may prefer to move into a senior living community of any variety, in selecting from the vast landscape of senior facility choices

And home care itself has grown into what is estimated would be a \$460 billion/year industry if family caregivers throughout the nation were replaced by professional home care. This service spans from shoveling driveways, housekeeping, transportation, cooking, bathing to companionship for all hours and medical care with skilled nursing and nurse aides to ensure seniors do not return to the hospital or doctor’s office when they don’t have to.

Home Care companies or a reputable “senior advocate” are often the hub of these many spokes, allowing an HOA director or community leader to make a single call & we can assist in finding the appropriate services from there.

The Future of Aging

The future of aging in place still holds many questions as to what may be offered in the next 5-10 years, but we have strong hints that care provided in the home will only grow. Technology is allowing doctors and medical professionals to perform even acute medical procedure in the home using tele-health technology akin to your surgeon guiding his nurse over Skype! The financial instability of Medicare & state medical programs will likely beg more & more care & therapies be performed out-patient and by “partner” service providers.

All this will have enduring impact on how our parents and grandparents – and all too soon how we ourselves – will desire and be able to remain in our homes through our later years. And this of course will have similar impact on how residential developers and community managers respond to the already 620,000 seniors in Colorado that are expected to number over 1.7 million by 2030!

For today’s community manager, there is no time like the present to get up to speed on how to best look out for and engage with older adult residents, as we will all only continue to see residents age, and want to age in place. ⬆

Where to Turn for Help with Resident Seniors

AARP: Beyond 50 Communities	A Report to the Nation on Livable Communities Creating Environments for Successful Aging	http://assets.aarp.org/rgcenter/il/beyond_50_communities.pdf		
Leading Age	Membership includes 6,000 not-for-profit organizations representing the entire field of aging services	LeadingAge.org		
A Senior Connection	Premier community placement, senior advocacy	John Bachofer	ASeniorConnectionLLC.com	303.250.1280
Above it All Physical Therapy	In home & in office PT/OT/ST services	Kevin McComber	AboveItAllPhysicalTherapy.com	303.378.5862
Accessible Systems	Remodeling & home improvement, equipment	Amy Dee Dickinson	AccessibleMed.com	720.358.8011
Bruce Baron, CPA	CPA services	Bruce Baron	BruceBaronCPA.com	732.984.9425
Fitness Partners Colorado	Geriatric fitness, in-home exercise	Janna Friedland	FitnessPartnersCO.com	303.819.6845
Gold Leaf Care	Full assessment service offering all forms of non-medical home care.	Ted Caulkins	GoldLeafCare.com	720.486.0472
Good Hands Carpet Care	Carpet cleaning for seniors	Gary Budd	GoodHandsCarpetCare.com	720.971.5810
Heflebower Funeral Services	Funeral planning & complete care	Mike Heflebower	HeflebowerFuneralServices.com	303.870.9530
LifePoint Realty	Senior-specific real estate services	LuAnn Smidt	LifePointRealty.com	303.980.0071
RJ Anderson Financial	Senior financial services, planning	Randy Anderson	RJAndersonFinancial.com	303.305.5446
Wiegand Attorneys & Counselors LLC	Tax attorney, elder money management & elder law	Robert “Sonny” Wiegand II	WiegandAttorneys.com	303.741.6410



Service Directory

ATTORNEYS


Benson | Kerrane | Storz & Nelson
CONSTRUCTION DEFECT ATTORNEYS
Construction Defects
Denied & Underpaid Insurance Claims
720.898.9680 | www.bensonpc.com
1320 N. Bailey Drive, Suite 200, Golden, CO 80601

 info@lanskyweigler.com
Lansky, Weigler & Porter, P.C.
Attorneys at Law
1401 17th Street, Suite 560
Denver, Colorado 80202
www.lanskyweigler.com
• Office 303.297.1900
• Fax 303.293.8938


McKenzie Rhody & Hearn
Construction Defect Attorneys



Kristen Jezek
Marketing Director
Toll Free: 1-800-979-1770
Cell: 720-217-1375
KJezek@mrhlle.com
www.mrhille.com

info@moellergraf.com
MOELLER GRAF
Attorneys at Law
Moeller Graf P.C.
385 Lawrence Parkway
Suite 200
Englewood, CO 80112
Phone: 720-279-2568
Fax: 720-279-2569
www.moellergraf.com


Mark W. Nelson, Esq.
The Nelson Law Firm, L.L.C.
1740 High Street | Denver, CO 80218
Tel: 303-861-0750 | Fax: 303-861-0751
mark@nelsonlawfirm.net | www.nelsonlawfirm.net

ATTORNEYS


Orten Cavanagh & Holmes, LLC
ATTORNEYS AT LAW
Your top choice for assessment collections,
general counsel and covenant enforcement
Denver 720-221-9780 • Colorado Springs 457-8420
toll free 888-841-5149 • www.ocholaw.com


Mark Payne
1660 Lincoln Street, Suite 1550
Denver, Colorado 80264
303.861.1870
Fax 303.861.1872

Focused on Communities

CLEANING - COMMONS

Five Star Janitorial Inc.
Bonded & Insured
Common Area Cleaning/Janitorial
&
Pet Waste Management/Poop Scooping
Art Tucker 720.495.2847 Fax: 303.484.2550
janitorial5star@aol.com www.5starjanitorial.com
Member CAI

CONCRETE


SCOTT LAUDENSLAGER
303.324.7165
Scott@AtlasConcreteSolutions.com
ATLAS CONCRETE SOLUTIONS
SIDEWALK SHAVERS
www.AtlasConcreteSolutions.com

CONSTRUCTION


AGS CONSTRUCTION, INC.
Reconstruction & Restoration Specialists
Danielle Holley | Account Manager
• 303.933.8852 | • 303.912.7731
• Danielle@AGSConstructionInc.com
2709 Wood Bellvue Avenue | Suite B
Littleton, CO 80123
www.AGSConstructionInc.com
Building Solutions For Over 30 Years
Reconstruction & GC Work • Mountain Projects • Maintenance Services



Service Directory

CONSTRUCTION

SPCS inc.
CONSTRUCTION SERVICES

WWW.SPCSINC.BIZ

STEVE PAUL
PRESIDENT

EMERGENCY AFTER HOURS: 720-490-5691 Office: (303) 680-7727

Reliability, Communication & Professionalism... Since 1993

LANDSCAPING

Arrowhead
landscape services

Mike O'Brien
Business Development

P 303-432-8282 P.O. Box 1715C
F 303-432-8191 Golden, CO 80402

mobrien@arrowheadcares.com

Lawn Care
Tree Service
Pest Control
Landscaping
Holiday Lighting

SWINGLE
ESTABLISHED 1987
LANDSCAPE MAINTENANCE & CARE

Jeff Stimson
Commercial Landscape Care Consultant
ISA Certified Arborist

P: 720.641.0435
jstimson@myswingle.com
MySwingle.com

8000 E. Warren Ave. (Denver, CO 80231)

TCA TERRACARE ASSOCIATES
MyTerracare.com

cell: (720) 384-5218
jholley@MyTerracare.com

LIGHTING

RADIANT LIGHTING SERVICES, INC.
FULL SERVICE ELECTRICAL & LIGHTING CONTRACTORS

- Commercial
- Residential
- Retro-Fit
- Energy Efficient Lamps
- 24-Hour Emergency Service
- Lighting Maintenance Contracts
- Complete Electrical Service
- Underground Fault Tracing

9168 Marshall Pl., Suite 100, Westminster, CO 80631
303-429-3326 FAX 303-429-2653

MANAGEMENT SERVICES

4 Seasons
COMMUNITY MANAGEMENT

Carmen Stefa, CMCA, AMP, PCAM
Principal/Member

9351 Grant Street, Suite 110
Thornton, CO 80229
(303) 952-4004 Phone
(720) 229-0407 Main Fax
(303) 551-8902 Direct Fax

CStefa@4SBOA.com
CStefa@4SRealty.com
www.4SBOA.com
www.4SRealty.com

AAMC
ASSOCIATION OF APARTMENT MANAGERS OF COLORADO

Sue Daigle, PCAM
COO

5150 Community Management
"Your Gateway to Community Living"

7936 E. Arapahoe Court, #2300
Englewood, CO 80112

P: 720.961.5150 x104
D: 720.408.0247
F: 720.961.5152

sue@5150cm.com
5150communitymanagement.com

Associa
Colorado Association Services

Denver: (303) 232-9200
www.associacolorado.com

Serving: Lakewood, Denver, Colorado Springs, Fort Collins, Wyoming

ACM
ASSOCIATION & COMMUNITY MANAGEMENT

Cici Kessler, CMCA, PCAM
Chief Executive Officer
cici@acmhwa.com

9250 W. 5th Ave | Lakewood, CO 80226
p 303.233.4648 | f 303.233.1018

www.acmcm.com

"PEOPLE HELPING PEOPLE AND COMMUNITIES."



Service Directory

MANAGEMENT SERVICES

CAPMANAGEMENT

Make living in your HOA something to brag about!

CALL CHRIS CRIGLER 303-960-5548
OR VISIT US www.capmanagement.com



Colorado Management & Associates, Inc.
AAMC
NIMCO

R.L. Jeffries, CMCA®, AMS®, PCAM®
Chief Executive Officer

7430 E. Caley Ave., Ste 120B P: 303.730.2200 x3115
Centennial, CO 80111 F: 303.730.0953
RJeffries@ColoradoManagement.com

HAMMERSMITH MANAGEMENT INC.
Leaders in Community Management.™

FULL SERVICE COMMUNITY MANAGEMENT
Creating Partnerships, Adding Value, Delivering Results

Four Front Range Offices to Serve You
Call 303.980.0700
Email: Partners@hsmmanagement.com

Serving Single Family, Metro Districts, Townhomes, Developing Communities, Condos & High Rise Communities.

www.hammersmith.com AAMC

KC & ASSOCIATES
Community Association Management

Kathy Christensen
CMCA, AMS, PCAM
Owner/CEO

10106 W San Juan Way T: 303 933-6279 kathy@kchoa.com
Suite 210 D: 303 605-6920 www.kchoa.com
Littleton, CO 80127 F: 303 933-9299



The Management Trust
PMA COLORADO DIVISION

Jeff Kutzer, CMCA®, PCAM®
Division President

jeff.kutzer@managementtrust.com
3091 S. Jamaica Ct., Suite 100
Aurora, Colorado 80014
PH: 303.750.0994 FAX: 303.750.1612
www.managementtrust.com/colorado
An Employee Owned Company

A Foundation of Excellence in the Colorado Front Range since 1983

OWNER INSPIRED. CHALLENGE ACCEPTED.

MANAGEMENT SERVICES

Westminster • Centennial • Loveland • Colorado Springs

MSI Professionals In Association Management

Serving The Colorado Front Range For Over 30 Years

Full Service Management and Accounting Services
Condominium, High Rise, Townhome, Single-Family Associations
& Metropolitan Districts

For Inquiries Contact John Field, Owner/VP at 720.974.4123
www.msihoa.com

Exceptional Communities
Dedicated Exceptional Management

- Unmatched world class Proprietary (fully integrated) Technology Platform including data management and archiving
- Highest Experience, Depth and Quality of management staff serving over 550 associations across the country
- Complete Real-Time Data transparency for Board Members and the community with professional, on time, No Excuse financial reporting

RealManage

866-400-1588 • info@realmanage.com www.RealManage.com

HOA Community Management

HANDS ON MANAGEMENT BY PEOPLE WHO CARE

tmmc
PROPERTY MANAGEMENT
Hands on management to people who care

Serving
South Denver | Castle Rock
Parker | N. Colorado Springs

Phone: 303-985-9623
www.tmmc-management.com

Tim Larson, PCAM®
Chief Executive Officer

WESTWIND®
MANAGEMENT GROUP, INC. AAMC

Direct: 303-369-1800, ext. 119 27 Inverness Drive East
E-Mail: tim@westwindmanagement.com Englewood, CO 80112
www.westwindmanagement.com Fax: 303-369-0007

PAINTING

COATINGS, INC.

ASPHALT AND TENNIS COURT MAINTENANCE

5903 LAMAR STREET, ARVADA, CO 80003
P: 303-423-4303 • F: 303-423-4324
www.coatingsinc.net

CRACK SEAL | INFRARED REPAIR | SEAL COAT | TENNIS COURTS



Service Directory

PAINTING



EC
CC

ANDREA LYLE
 Email: andrea@eccltdesigns.com
 Mobile: 720.333.0093
 8765 E. Orchard Rd., Ste. 703
 Greenwood Village, CO 80111

DENVER
 Office: 303.300.6788
 Fax: 303.300.3348
 TOLL FREE NATIONWIDE
 Office: 888.300.6788
 Fax: 888.300.3348



STELLAR
 CUSTOM PAINTING

720-981-STAR (7827)
www.stellarpaintingandremodeling.com

- Exterior Painting/Interior Painting
- Mural Coatings/Repairs
- Siding Replacement/General Carpentry
- Exterior/Interior Staining
- Power Washing
- Custom Window Replacement



TRI-PLEX
PAINTING INC.

Jeff Lukens, President
 3609 S. Wadsworth Blvd.
 Suite 230
 Lakewood, CO 80235
 Since 1989

Phone: 303-947-1606
 Fax: 303-904-3416
 Cell: 303-947-1606
 Jeff@Tri-PlexPainting.com

HOA/Multifamily • Commercial • Residential
www.tri-plexpainting.com



ARS
 Aspen Reserve Specialties

G. Michael Kelsen
 Reserve Specialist
 Owner

P.O. Box 1762
 Castle Rock, CO 80104
 Phone (303) 790-7572
 E-mail: aspenrs@aol.com
 Fax: (303) 688-3083



All of
 our studies
 now include
ForeSite™



RESERVE™
ADVISORS
 Long-term thinking. Everyday commitment.

Get ForeSite with your
 reserve study today.
 Visit reservedvisors.com
 or call Michelle Stephens at
 (855) 575-1121.

ROOFING



WR Western
Roofing, Inc.
 Our Brand Means
 Peace of Mind



Call today
 for your **FREE**
 estimate & inspection!

303-279-4141
www.westernroofingco.com

Commercial & Residential
 • Serving the Denver Metro Area
 and Front Range since 1989
 • BBB A+ Gold Rating, Members
 of NRCA & CRA
 • Re-Roofs, 24/7 Emergency
 Repair, Maintenance
 • Pitched Shingles, Metal, Tile
 • Green and Energy Rated
 Products - Flat White Roofs,
 Coatings

SIGNAGE

Enhancing Communities Through Architectural Design



architectural
signs **SINCE 1972**

www.ArchitecturalSigns.com
 (800) 869-6376

RESERVE STUDIES



**Spring
 Golf Fling!**

May 4, 2015
8:30 AM - 3:00 PM
Pinehurst Country Club
6255 W. Quincy Ave.
Denver CO 80235

2015 CAI-RMC Committee Chairs

PROGRAMS & EDUCATION

Melissa Keithly
melissa@acmhoa.com
(303) 233-4646

Jenna Codespoti Wright
jwright@bensonpc.com
(303) 547-7848

SPRING SHOWCASE & TRADESHOW

Alison Kronebush
alisonk@reconstructionexperts.net
(303) 783-2562

Jenna Codespoti Wright
jwright@bensonpc.com
(303) 547-7848

Ricardo Lases
ricardo@weststarmanagement.com
(720) 941-9200

HOA COUNCIL

Marsha Osborn
mosborn@auroragov.com
(303) 739-7402

MOUNTAIN EDUCATION

Murray Bain
murray@summithoaservices.com
(970) 485-0829

MEMBERSHIP

David Ford
dave@matrix-bc.com
(303) 298-1711

Wes Wollenber
weswollenweber@colo-law.com
(303) 451-0300

MOUNTAIN CONFERENCE

Steve DeRaddo
sderaddo@peliton.net
(303) 771-1800

Mike Kelsen
mike@aspens.com
(303) 790-7572

NOMINATING

Ginny Zinth, CMCA
gzinth@moellergraf.com
(720) 279-2568

MEDIA & MARKETING

Andrea Daigle
adaigle@ochhoalaw.com
(720) 221-9780

Danielle Holley
danielle@agsconstructioninc.com
(303) 933-6652

FALL CONFERENCE & ANNUAL MEETING

Mark Payne, Esq.
mpayne@wlpplaw.com
(303) 863-1870

Bryan Farley
bfarley@reservestudy.com
(303) 394-9181

ATTORNEYS

Rich Johnston
rjohnston@tobeyjohnston.com
(303) 799-8600

Lauren Holmes
Lholmes@ochhoalaw.com
(720) 221-9780

Kim Porter
kporter@lanskyweigler.com
(303) 297-1900

EDITORIAL

Maggie Bolden
mbolden@palaceconst.com
(303) 698-4145

Lauren Holmes
lholmes@ochhoalaw.com
(720) 221-9780

ACTIVITIES COMMITTEE

Scott Ryan
sryan@ehammersmith.com
(303) 980-0700

Jeff Powels
jeffp@centurycommunities.com
(303) 770-8300 ext.164

CLAC

Dee Wolfe
dee.wolfe@outlook.com

David Graf
dgraf@moellergraf.com
(720) 279-2568



Volunteers!

Do you dream of writing interesting articles?
Are you an artist with passion to share?
Do you love meeting new people?
Like getting involved in causes bigger than your own?
Enjoy organizing the details?
Get a kick out of public speaking?

At CAI-RMC, we're always looking for volunteers who are able to commit their time, their energy and their appreciation for what our organization does. Believe it or not, it's very simple to get involved. All you have to do is reach out to one of our committee members (chair persons are listed on this page) or our Executive Director Bridget Sebern. We'll help you find the right committee to fit your strengths. Help us make this organization the best that it can possibly be.

We couldn't do it without our volunteers!

THANK YOU TO OUR 2015 SPONSORS

PLATINUM SPONSORS

Benson
Kerrane
Storz
Nelson

CONSTRUCTION
DEFECT
ATTORNEYS



McKenzie Rhody & Hearn
Construction Defect Attorneys

GOLD SPONSORS



SILVER SPONSORS

ASR Companies

Association Reserves Colorado

Citywide Banks

Colorado Association Services—Associa

Fence Consulting Services

HindmanSanchez, PC

Palace Construction

RealManage

RBC Wealth Management

SPCS, Inc.

Terracare Associates

Please email bridget@HOA-Colorado.org or
call (720) 943-8606 for sponsorship opportunities!



c/o Caddo Association Leadership, LLC
6105 S. Main Street, Suite 200
Aurora, CO 80016

STANDARD
U.S. POSTAGE
PAID
DENVER, CO
PERMIT NO. 3306

CAI-RMC EVENT CALENDAR

MAY

4 Mon 8:30am- 3:00pm	Spring Golf Fling Pinehurst Country Club Denver
5 Thu 6:30pm- 8:30pm	Association Leadership Series— Communication Metro Denver
12 Tue 8:00am- 4:30pm	Spring Showcase & Trade Show Colorado Convention Center Denver

13-16
Wed-Sat

**M100-Essentials of Community
Association Management**
Vail CO

JUNE

16-17
Tue-Wed
11:30am-
1:00pm

**Lunch & Learn—
Surviving Your Career**
16th - Maggianos DTC,
Englewood CO
17th - Ft Collins, CO

25-26
Thu-Fri

**M202-Association
Communications**
Sheraton DTC • Greenwood Village

**For the latest information on all our programs,
visit www.HOA-Colorado.org!**